

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 3623**

Patent

Attorney Docket No. 10761.1460

Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|---|---|----------------------------|
| In re Application of: |) | |
| |) | |
| Kevin N. Quiring |) | Group Art Unit: 3624 |
| |) | |
| Application No.: 10/811,439 |) | Examiner: Brandi P. Parker |
| |) | |
| Filed: March 26, 2004 |) | |
| |) | |
| For:: ENHANCING INSIGHT-DRIVEN CUSTOMER INTERACTIONS |) | Confirmation No.: 1477 |
| |) | |

Mail Stop AF

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL

In reply to the Final Office Action mailed January 8, 2009, the period of response to which extends to April 8, 2009, and pursuant to 37 C.F.R. § 1.116, Applicant proposes that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the amendment sections of this paper.